DIGITAL DEVICE 1:1 PROGRAM
Frequently Asked Questions
11/30/20

Digital Learning

- **Why is digital learning being implemented?**

  As districts across the nation are implementing digital learning in response to the COVID-19 crisis, Shelby County Schools is seizing the opportunity to close the digital divide and move the District toward a 1:1 model. Digital devices have been implemented to usher our students into a new era of learning with 21st century tools. These tools will ensure that students have access to quality instruction beyond the classroom which will better prepare our students for future success.

- **Will digital learning replace classroom instruction?**

  No. Digital learning will not replace classroom instruction or teacher presence. Distance learning allows students to continue learning until the traditional classroom setting is safe for students, teachers, and staff to reenter. A device is just a tool to enhance learner outcomes. Teachers will still be involved in the daily and primary instruction of students.

- **Where can I find information about Digital Learning expectations for students and families?**

  This Digital Learning Guide contains learning expectations for students, families and staff, sample virtual learning schedules, supports and interventions, digital resources, training information and more. You can also find complete details about the digital device plan at scsk12.org/accessforall.

Device Distribution & Internet Access

- **When will my student receive their device?**

  Currently enrolled SCS students who have not yet picked up a device and newly enrolled SCS students can contact their child's school to receive a device. A temporary device will be issued if new devices aren't in inventory.

- **Does my student have to sign up to receive a device?**

  No. All SCS students will be issued a device. No sign-up is required. However, parents will be required to sign a User Agreement form during distribution in order to receive a device.

- **In the event that families receive a temporary device for student use, are students allowed to use their home device instead until the student receives a new device?**

  For uniformity, network security, and technical supports, students who are issued a temporary device are encouraged to use the District-issued device for access to instructional platforms until a new SCS device has been distributed to the student.

- **What type of device will my student receive?**

  Students enrolled in grades Pre-K through 2 will receive Microsoft Surface Go tablet devices. Students enrolled in grades 3 - 8 will receive Microsoft Surface Go tablet devices with an attached keyboard. Students enrolled in grades 9 - 12 will receive HP laptop devices. A temporary device will be issued if new devices aren't in inventory.

- **Who owns the device?**

  The devices are owned by Shelby County Schools. Students will be allowed to take devices home for at-home instructional use; however, the devices are the property of SCS and will need to be returned to the schools at the closure of the school year. As with textbooks, students will be required to bring their issued device to class each day, fully charged. Students will be responsible for keeping devices safe, maintained and properly stored while in their possession.

- **What do I do if my child has received a SCS device and is transferring to another SCS school or is withdrawing from the District?**

  If your child is transferring to another SCS school or is withdrawing from the District completely, you <u>must</u> return the issued device to your child's currently enrolled school prior to the student's transfer or withdrawal. If your student is transferring, you will receive guidance on receiving a new device once enrollment is completed at your child's new SCS school.

  If your child's device is not returned after school transfer or withdrawal, you will receive multiple notices from the school outlining the urgency of returning the device immediately. Devices that are not returned, as outlined by the school's correspondence, will prompt a police report being filed to retrieve the device.

- **Will my child need access to the Internet?**

  Yes, students will need Internet connectivity to access online platforms and resources at home.

- **What if I don't have an in-home Internet service?**

  A limited number of District-provided Internet hotspot devices are available for families who meet the following eligibility criteria

  - Student qualifies as Direct Certified / Economically Disadvantaged and;
  - Has not logged into instructional platforms due to lack of internet during the current school year

  To request a hotspot, please contact your child's school directly.

Device Cost

- **What is the cost to parents/families for the device?**

  There is no cost to families for devices in the 2020-21 year unless devices are lost, damaged, or stolen. An annual technology fee is being explored to assist in closing funding gaps and create a sense of investment and accountability to the upkeep, maintenance and student engagement with devices. If a technology fee is administered, families facing financial hardship will have the opportunity to apply for a fee waiver.

- **What are the replacement costs for lost, stolen, or damaged devices?**

  Students are responsible for the upkeep and maintenance of all District-issued devices, device accessories, and internet hotspots. At the end of each school year, all items assigned to students are expected to return to the District in the same condition in which they were issued. While normal wear and tear will be taken into consideration, students who do not maintain the equipment will be responsible for replacement costs and will have a financial obligation to cover the cost of replacing the equipment. This holds true for any lost, stolen, or damaged devices or accessories throughout the school year.

  The Device Replacement chart below provides a list of the replacement costs for the devices and accessories distributed as part of the SCS Digital Access Plan. The prices and frequency of replacements are only applicable to the 2020-2021 school year. Prices are subject to change based upon availability and industry pricing adjustments. Direct certified economically disadvantaged students can request cost relief at any time. Please contact your child's school for next steps on replacing a device, hotspot, and/or accessory.

SCS Digital Device Replacement Costs

	First Replacement		Second Replacement		Third Replacement		Fourth + Replacement
HP Replacement Costs							
HP Probook Laptop	$75.00		$75.00		$75.00		$467.31
HP Probook Charger Cord	$35.00		$35.00		$35.00		$35.00
Microsoft Replacement Costs							
Microsoft Surface Go Tablet	$75.00		$75.00		$75.00		$249.00
Microsoft Charger Cord	$35.00		$35.00		$35.00		$35.00
Microsoft Keyboard	$60.00		$60.00		$60.00		$60.00
Loaner Device Replacement Costs							
Loaner Laptop Device	$75.00		$75.00		$75.00		$75.00
Device Accessory Replacement Costs							
Tablet Rugged Case	$14.00		$14.00		$14.00		$14.00
Tablet Screen Protector	$11.00		$11.00		$11.00		$11.00
Headset	$10.00		$10.00		$10.00		$10.00
Hotspot Replacement Cost							
Hotspot Device	$30.00		$30.00		$30.00		$30.00

**Students are allowed 3 discounted replacements per school year for devices and hotspots. At the fourth instance of replacement, the student is responsible for the full cost of replacing the item.

Device Safety/School & Home Maintenance

- **Do the devices have content filtering to protect my child from harmful sites?**

  Yes, in compliance with the Children's Internet Protection Act, all issued devices and hotspots will be equipped with content filtering software blocking access to harmful online content.

- **Will the device include monitoring software?**

  Software will be loaded on each device to remotely lock and locate stolen devices when necessary.

- **What happens if my child's device is stolen?**

  If the device is stolen, parents must file a police report and provide the report to the school. A school representative must be contacted within 24 hours after the occurrence. SCS will work with the police department to recover the device. A charge of $75 is accessed the first three times a student device is lost, stolen, or damaged. The student is responsible for the full replacement cost of the device upon the fourth instance in losing the device. Direct certified economically disadvantaged students can request cost relief at any time.

- **What happens if my child loses their device?**

  In the event that the device is lost, parents will need to alert their child's school of the loss so that the device can be replaced. A charge of $75 is accessed the first three times a student device is lost, stolen, or damaged. The student is responsible for the full replacement cost of the device upon the fourth instance in losing the device. Direct certified economically disadvantaged students can request cost relief at any time.

- **What if the device is damaged?**

  In the event that the device is damaged, parents will need to alert their child's school of the damage so that the device can be repaired or replaced. If the laptop is damaged because of negligence, parents may be responsible for up to the full replacement cost of the laptop. Do not attempt to disassemble or repair the device. Students are also expected to take care of accessories such as

- **What will students do without a device during class if their device is being repaired or is left at home?**

  Students will be provided with a loaner device in the event that their device is being repaired or replaced. Students are expected to bring their devices fully charged to school everyday when in-person instruction resumes.

- **What do I do if I find a device?**

  If you find a SCS device, please return the device to one of the following locations:

  - TRAC II location, 3237 Knight Road
  - Board of Education, 160 S. Hollywood Street
  - A public library closest to you

  If you have any questions regarding the found device or additional information to provide, please email ifounddevice@scsk12.org.

- **Will students need access to a printer at home?**

  No. Students will not be required to print any documents at home for digital learning. All needed materials will be accessible online.

Technology Training

- **How are teachers trained on device usage?**

  In addition to the ongoing and mandatory training for teachers on the Microsoft Teams platform, teachers will be offered online and in-person training opportunities to assist with their integration and comfortability with digital tools and digital instruction.

School based staff have been trained to address device issues such as new device assignment, device repair and device replacement. Through a phased approach, beginning in November, device operations will begin transitioning to schools as the first point of contact for your device needs. You will receive direct notice from your child's school of when to expect this transition.

- **Will parents receive training for the devices?**

  The District recognizes the need to foster a culture of digital literacy and inclusion for parents and families in order for students to be successful digital learners. SCS will offer ongoing in-person and virtual training, virtual conferences and other live events to help parents support their students at home. Live and virtual Microsoft Teams parent training sessions are currently available for parents at scsk12.org/teams. Parents and students also receive Digital Device User Handbooks which detail device best practices, care, maintenance and resources for Internet safety. Additional online resources, including step sheets and videos, can be found at scsk12.org/accessforall.

- **What is Digital Citizenship?**

  Digital Citizenship is the responsible use of technology. It teaches children to respect, educate, and protect themselves and others while online. All students will be taught Digital Citizenship principles and cyber safety to promote healthy online engagement.

Technical Support

- **What if we experience technical problems with the device?**

  If you are experiencing technical issues with your device, first visit scsk12.org/accessforall for a list of support resources, including self-help guides, instructional videos and FAQs, to resolve the issue. If you are in need of additional support after reviewing those resources, contact your child's school directly for assistance.

- **What if we have issues with the online platforms?**

  If you are experiencing issues with online platforms, such as Microsoft Teams and Canvas, first visit scsk12.org/accessforall for a list of support resources, including self-help guides, instructional videos and FAQs, to resolve the issue. If you are in need of additional support after reviewing those resources, contact your child's school directly for assistance.

- **Is the Parent Welcome Center still available for support?**

  The Parent Welcome Center is still available for calls Monday through Friday, 8 a.m. until

5 p.m. Please first visit scsk12.org/accessforall for a list of device support resources. Your child's school is also equipped to help resolve device issues and answer questions.